

Kauai County Wireless E9-1-1 Status Report January 1, 2010 – January 31, 2010

• PSAP Operations

9-1-1 Call Volume – January 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,910	1,164	40.1%	1,736	59.9%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
AVG PER MO	2,910	1,164		1,736		10		573	
Note: Total Calls include Administrative calls that are not direct 911 calls.									

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – January 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

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• PSAP Operations (continued)

- 01/01/10 - Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
- No further updates provided with an estimated clearing date since the last month's report.
- 01/06/10 - Ongoing Akimeka personnel distributed an update and hearing notices to the Neighbor Island PSAPs regarding bills pertaining to 9-1-1. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, SB2769 - Emerging Technologies, and HB2698 - Broadband.
- 01/06/10 - 01/08/10 Akimeka personnel completed first draft of Kauai Dispatch SOP 101, 101.1 and 101.2.
- 01/13/10 Akimeka personnel delivered Chapter 1 of the SOPs to the Kauai County PSAP.
- 01/07/10 Kathleen Langtad and Akimeka personnel continued to work with Stephen Douglass of Hawaiian Telcom, Inc. (HTI) to obtain clarification on the Admin calls being reported on the Kauai statistical report for May 2009. Stephen Douglass provided the definition. Given the significantly higher volume for the month, a trouble ticket was opened. HTI subsequently reported that trouble on one of the outdial trunks could have caused the abnormal count. HTI continues to monitor and test the trunks.
- 01/07/10 - 01/11/10 Akimeka personnel distributed a news article to the Neighbor Island PSAPs which involved 9-1-1 dispatchers featured on the Today Show. The news clip outlined a medical call where the dispatcher did not provide medical instructions. The National Emergency Numbering Association (NENA) provided a response in support of the dispatcher given the circumstances and included further clarification of the 9-1-1 system and process.
- 01/11/10 Akimeka personnel assisted Kathleen Langtad to report a higher than normal delivery of Wireless Phase I (WPH1) versus Wireless Phase II (WPH2) to Verizon Wireless. The ability to re-bid for WPH2 works. Updates are being reported to Kathleen as provided by Verizon Wireless.
- 01/12/10 Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the January 28th NENA Governmental Teleconference.
- 01/12/10 Akimeka personnel provided the Neighbor Island PSAPs with an update regarding the Call Detail Report (CDR) issue, which was pending a response from Hawaiian Telcom, Inc. (HTI).
- 01/14/10 - Ongoing Akimeka personnel contacted Mary Ann Adams of OnStar regarding recent letters received about OnStar's consent and testing. OnStar is investigating whether consent forms had already been received.
- In the meantime, Akimeka's personnel continued to work with Intrado and OnStar to add specific vehicle information on the incoming data.

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• PSAP Operations (continued)

- 01/15/10 - Ongoing Akimeka personnel continues to work with Wavecomm Solutions (formerly Pacific Lightnet) to resolve and clear an open trouble ticket for the Kauai Beach Hotel where no ANI/ALI is being sent on 9-1-1 calls.
- 01/19/10 Akimeka personnel continues to address the Abandoned call statistics.
- 01/25/10 Akimeka personnel developed and provided a Policy Review form for the SOPs to the Kauai County PSAP for review and consideration.
- 01/28/10 Akimeka personnel delivered the first draft of the SOP Table of Contents to the Kauai County PSAP.
- 01/28/10 Akimeka personnel participated in the monthly NENA Governmental conference call.
- 01/29/10 Akimeka personnel worked with Stephen Douglass of HTI regarding the scheduled maintenance planned on the ALI servers. Updates were provided to the Neighbor Island PSAPs accordingly.

• MSAG

Current Month – January 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	37	37	26	1	2	5	3	129	0	3	5
Revised categories and report format changes effective April 2009.											

A total of 37 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

Since October 2009, a review of all MSAG records under the communities of Port Allen, Numila, Kapaia, Niumalu, Nawiliwili, Puhi, Kipu, Poipu, Kukuiula, Lihue, Omao, and Koloa have been performed.

During January 2010, a total of 44 MSAG records were reviewed in the communities of Koloa and Omao. 129 customer ANI/ALI records were corrected as a direct result of the 37 change requests made to the MSAG database.

All records under Suspended status were reviewed again for updates and possible resolution, leaving the total number of Suspended transactions at three (3) with five (5) customers affected.

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- MSAG (continued)

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	37	37	26	1	2	5	3	129	0		
AVG PER MO	37	37	26	1	2	5	3	129	0		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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- Mapping Layers Updated/Loaded Into GIS – January 2010**

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers			01/29/10	
	01/19/10			Added VZW Towers per CRSS
Street Centerlines			01/29/10	
Address Points	01/29/10		01/29/10	
	01/28/10			
	01/27/10			
	01/26/10			
	01/25/10			
	01/22/10			
	01/21/10			
	01/08/10			
	01/07/10			
	01/06/10			
	01/05/10			
Psuedo Address Points			01/29/10	
Parcels				
Coastal Names				
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

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- Mapping Layers Updated/Loaded Into GIS – January 2010
(continued)**

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Hotels				
Medic Beat Boundaries				
Milepost Markers				
National and State Parks				
Plat Maps				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note: The Parcels layer is provided by Kauai County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

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- Mapping Layers Updated/Loaded Into GIS – January 2010**
(continued)

Current Month GIS Activities – December 2009

- 01/26/10 Akimeka GIS personnel started coordinating the next PowerMap refresher training.
- 01/27/10 Akimeka GIS personnel contacted Positron to coordinate the delivery of PowerMap's software update. The software along with a users manual and documentation describing the differences between the current version and the new version will be delivered to Akimeka.

- Service Requests Transactions**

Open Service Requests – January 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0
<u>Note:</u> Open Service Requests reflect what is in pending status at the end of the report month.											

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions